NEC

Hospitality Solutions

Whether on premise or in the cloud, NEC provides the roadmap and innovative technologies in hospitality to help you effectively leverage your data and telecommunications.

At a Glance

- A leader in technology and innovation
- A strategic, trusted partner with market strength, global stability and hospitality industry expertise
- Innovative hospitality solutions to fit any property's unique requirements
- Open standards and interoperability
- Investment protection you can depend on

Overview

Since its founding in 1899, NEC has emerged as a $39 billion global communications company that has earned a reputation as a global leader in technology through innovation, invention and expertise in every area of electronics and communications technology for over a century. With more than 142,000 employees, NEC has implemented hospitality solutions in virtually every country around the globe.

For the last 35 years, NEC Corporation of America has been a dominant player in the hospitality industry and a leader in the convergence of voice and data networks. Our advanced IP telephony solutions have proven over time to reduce total cost of ownership (TCO) while enhancing both employee and guest productivity.

NEC is a leading provider of IP communication solutions with a unique quality - the ability to economically support any variation of traditional Time Division Multiplexing (TDM) through the use of hybrid configuration. This ensures investment protection and maximum flexibility. Those customers coming from a 100% TDM infrastructure have a trouble-free migration path to pure IP based on their business needs and IT lifecycle.

NEC is also leading the way by offering its customers solutions that can be easily customized to fit every business's unique, individual needs. Whether on premise or in the cloud, from basic telephony to the latest advanced, productivity-enhancing UC solutions, NEC offers properties of all sizes innovative hospitality solutions to fit their every need and to become more efficient, responsive and productive – resulting in overall guest satisfaction.

Solution

NEC, Your Hospitality Communications Partner

Now, more than ever, you need a strategic communications partner that will help you achieve your business goals today, tomorrow and for years to come. In today's economic environment, you need a strategic partner with market strength and global stability. One that will help you avoid uncertainty and risk, plus empower you with strategies that will help your business thrive. That partner is NEC.

NEC understands the unique challenges, goals and objectives of the hospitality industry and tailors solutions to meet customers' needs. NEC has hospitality-centric solutions operating in the United States, Europe, Asia-Pacific, Middle East, Africa, Canada, Latin America and the Caribbean.

In addition, NEC is a trusted communication-solution advisor and thought-leader partner to hospitality companies, property ownership and management groups around the world.

Reasons for Choosing NEC

NEC leads the field of unified communications (UC) solution providers for several reasons:

An Extensive Portfolio of Integrated Solutions
NEC's wide selection of robust offerings enables every aspect of hospitality communications. With a vast array of IP desktop and guestroom phones, IP platforms (both hardware and software-based) and consoles, feature-rich communications with advanced unified messaging, contact center and productivity solutions, NEC offers every aspect of communications a hospitality company requires today, including unified communications, wireless mobility, on-property Wi-Fi, emergency notification, digital signage, video conferencing and more.

Hospitality Industry Knowledge
NEC holds a significant share of the worldwide hotel PBX market, the result of decades of experience and high-quality service delivery. Thus, when it comes to complex hospitality environments, NEC is the trusted advisor. NEC maximizes ROI through expert planning, system design, implementation, and maintenance and support services. NEC also provides on a global scale remote monitoring, management, maintenance and technical assistance unmatched by any other communications solution provider.

Open Standards and Interoperability
Key to NEC's success is its dedication to industry standards. NEC's open architecture acts as a secure platform for applications and commonly accepted protocols. Its open APIs ensure interoperability with other popular business applications and third-party hospitality application vendors in: guest room phones, property management, call accounting, catering, environmental controls, premise-security systems, data security, on-property Wi-Fi, mobility applications and more.

Investment Protection You Can Depend On
NEC's integrated solutions provide you with a dependable migration path that ensures your systems will keep pace with the changing IT needs of your hospitality organization. NEC customers have the peace of mind that comes with knowing that the value of their communications systems will be protected for a long, long time to come. At NEC, we are committed to supporting our loyal customers, and providing them with a lower TCO over the long haul.

Let NEC's Competitive Advantages Benefit You

Staff Productivity
Efficient staff communications are critical to maintaining high-quality guest services as well as achieving overall success. NEC's Staff Productivity solutions provide your staff with the ability to efficiently communicate and automate routine management tasks, thereby improving your properties' responsiveness to guest needs.

- Property management system interface coordinates essential services and provides staff with instant access to services and guest information.
- Fully integrated hospitality directory system provides real-time guest information to telephone attendants, enabling them to deliver enhanced, personalized services.
- Presence feature lets personnel check the availability of the people they wish to reach before placing calls.
- Unified Messaging (all faxes, e-mails and voice messages in one in-box accessible from anywhere) streamlines communications and enhances staff productivity.

Guest Services
The right services, staff training and communications systems are essential in order to maximize guest satisfaction and return stays. NEC Guest Services solutions streamline and enhance guest services from reservations to checkout:

- Room phone service with voice mail can be bundled with network connectivity and hospitality features, offering guests quick access to services.
- Contact centers improve communications and ensure guests receive timely attention.
- Wireless solutions enable your staff to be mobile and accessible in order to provide enhanced guest services.
- Wireless LAN connectivity provides guests with high-speed Internet services and easy access to information from anywhere on your property.
- Digital signage keeps guests informed with dynamic, video-based messaging about conferences, upcoming events and attractions and hotel amenities.
- Self-service touch screens provide guests with quick access to maps, directions and information about hotel restaurants and shops.

Staff Mobility

Today, collaboration is the key to business success, and staying in touch is the key to collaboration. NEC's Staff Mobility solutions provide reliable, secure, and effective mobile communications to ensure that guests receive the finest service possible:

- On-property mobility devices allow staff to collaborate more efficiently and provide guests with improved service.
- Wireless phones provide staff members access to desk-phone features while on the property but away from their offices.
- Dual-mode enabled Smartphones give hospitality executives single-number reach-ability and seamless roaming between Wi-Fi and cellular networks, on and off multiple properties.
- Productivity-enhancing applications that allow staff to easily communicate by accessing the same presence-enabled directories, contact groups and communications history from desktop PCs, mobile or desk phones.

Property Safety & Security

During a crisis or emergency, reliable, efficient communications are critical—and seconds count! NEC's Property Safety and Security solutions provide the right communications tools to protect guests and staff during emergencies:

- 911 applications minimize response times and maximize first-responder effectiveness.
- Emergency communication applications broadcast messages via telephones, wireless devices and email to keep staff informed and guests as safe as possible as events unfold.
- Eye-catching digital signage (interior signs placed in common areas and exterior signs scattered around the property) dynamically communicates emergency information.
- Emergency conferencing allows first responders and property managers to easily and quickly collaborate as emergencies are on-going.

Conference Services

From conference communications support to an event information system to multimedia support solutions, NEC's Conference Services solutions improve information flow to attendees and event managers:

- On-property wireless phones allow event management quick and easy access to support staff for better outcomes.
- Digital signage informs attendees of up-to-date conference information, schedules, break-out room locations and information about on-property services, amenities and restaurants.
- Self-service touch-screen kiosks provide conference participants with quick access to maps, event schedules (and locations), local attractions and services.
- Video conferencing, streaming video, high-quality projectors and LCDs enhance the overall attendee experience.

Network Management & Security

NEC's Network Management & Security solutions maximize network availability through expert planning, design, implementation, maintenance and support services. Skilled, highly experienced NEC professionals will do it right the first time, no matter how complex the challenge:

- Monitoring of server applications, network devices and IP voice quality proactively addresses issues as they emerge, ensuring business continuity and reducing costly down-time.
- Hardware and software maintenance keeps pace with changing technologies, minimizing capital expenditures and reducing on-going operational expenses.
- On- or off-site support frees IT staff to focus on and handle important projects.
- NEC network security services includes planning, integration, 24X7 monitoring and management, resulting in improved security for properties of all sizes.
- NEC's management of security issues reduces costs associated with managing security threats.

For more information, visit necam.com/hospitality

Empowered by Innovation **NEC**